TROUBLESHOOTING FAQS FOR SUPERVISED ONLINE EXAMS

Note: Additional support time is allocated to all exams to cover exam commencement and for general technical support purposes.

Getting started issues

What browser should I use?	Use **Google Chrome** or **Microsoft** Edge. Other browsers may show an "Incompatible browser" or "Undefined" error.
Where can I access my exam?	Go to your unit site and navigate to **Assessment > Quizzes**.
I couldn't start Proctorio.	Your exam uses **Integrity Advocate**, not Proctorio. You don't need to install anything. – just start your exam straight away.
I can't share my screen	1. Unplug any additional monitors. 2. When asked to share your screen, select the **Entire screen** tab, then click on the selected screen; the **Share** button will turn blue – click it. For **Mac users** (**Chrome**): • Go to **System Preferences**> **Security & Privacy** > **Privacy** > **Screen Recording.** • Enable **Chrome**, close the browser, and re-open it.
'System dialogue' error message	Close your browser, re-open it, and enter the exam again.
"Incompatible browser" or "Undefined" error message	You are using an incompatible browser. Switch to **Microsoft Edge** or **Google Chrome**.

Webcam issues

My webcam is not working (PC)	1. Ensure your webcam is turned on. 2. If you cannot see yourself in the system check, check Chrome browser permissions. Click on the (**?**) symbol by the camera icon for a video guide. 3. Check whether webcam is enabled in Chrome: **Privacy and Security** > **Site settings** > **Camera** and ensure that camera access is enabled. 4. Restart the computer and clear cookies and cache in the browser. The Google support page has further instructions on how to change camera permission.
My webcam is not working (Mac)	1. Allow **camera, microphone, cookies and third-party cookies**. 2. Close the browser, re-open, and log back to the exam.
I can't take a photo of myself	1. Go to **Start** > **Camera**. Check if the camera is working. 2. Close and reopen the browser, then access your exam again. 3. If it still doesn't work, switch to another browser (Chrome or Edge), and enable browser permissions. 4. If the problem persists, restart your computer.
"We can't see you. Please ensure your camera is unobstructed and that your face is visible."	1. Check the browser permission is enabled to access your webcam. 2. Check if the camera is active under **Start** > **Camera**. 3. Clear cookies and cache. 4. Close and re-open your browser. 5. Restart your computer.

The camera shows a black screen	1. Check if the camera is obstructed or covered. 2. Clear cookies and cache. 3. Restart your computer.
The camera is too dark, or I see a camera symbol with a slash.	1. Ensure the camera is not covered. 2. Turn on a light. 3. Press **F10** to turn the camera back on.
• "No camera" error • I can't move to the next exam page • Camera greyed out • "Session timeout" error	For all these issues, change to another browser (Edge or Chrome)

ID check issues

My screen froze during the ID check.	1. Clear browser cookies and cache. 2. Refresh the webpage.
Blurry Photo or "Problem with camera feeder" message	1. Ensure your camera is uncovered and turned on. 2. Clear browser cookies and cache, then quit the browser. 3. Restart the computer and log back in.

Other technical issues

• "Your device ran into a problem and had to restart." • My computer has crashed or frozen.	1. Hold the power button down to restart the computer. 2. Re-enter the exam.
I was kicked out of the exam.	Go back to **Assessment** > **Quizzes** and click on your exam. **DO NOT** open it in another window or tab.
I can't type in the exam.	1. Clear your browsing data. 2. Close the browser and re-open it. 3. If that doesn't work, switch to Chrome or Edge.
It took a long time to submit my exam, or I got a "Something went wrong" message when submitting my exam.	If it's at the end of your exam time, the system will usually auto-submit the exam. 1. Refresh your browser. 2. Re-access the exam and check your attempt status. You should see **1/1** under **Attempts** for confirmation.

For help with technical issues during the exam:

Integrity Advocate 24/7 live support		https://www.integrityadvocate.com/support
		+61 2 4050 0222
Deakin IT Service Desk		https://help.deakin.edu.au/ithelp?id=it_homepage
		Australia 1800 463 888 International +61 3 5227 8888